

OREGON-IDAHO UTILITIES, INC.

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VIA ELECTRONIC FILING (ECFS) AND FED EX  
Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
9300 East Hampton Dr.  
Capitol Heights, MD 20743

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Re: WC Docket No. 10-90, Annual 54.313 Report of High-Cost Recipient

Enclosed herein is the annual report for Oregon-Idaho Utilities, Study Area Code 532390, pursuant to §54.313 of the Commission's rules.

Please contact me with any questions at:

Phone (510) 338-4622  
Email [abeck@or-id.com](mailto:abeck@or-id.com)

Sincerely,



Alison Beck  
Manager, Regulatory and External Affairs  
Oregon-Idaho Utilities

Enclosure

Copies to:  
VIA ELECTRONIC FILING (DOCKET 1589) AND U.S. MAIL  
Oregon Public Utilities Commission

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550 Capitol Street NE #215  
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**OREGON-IDAHO UTILITIES**  
Annual 54.313 Report of High-Cost Recipient

Certifications

In compliance with the following regulations, Oregon-Idaho Utilities, by Alison Beck its Secretary hereby certifies, subject to the penalties for false statements imposed under 18 U.S.C. § 1001, that:

47 CFR § 54.202(a)(1)(i) – It will comply with the service requirements applicable to the support it receives, specifically:

High Cost Loop Support – the services listed and defined in 47 CFR § 54.101(a).

Lifeline Support – the three criteria set forth in 47 CFR § 54.401(a).

Interstate Common Line Support – the filings required in 47 CFR § 54.903 and the certification required in 47 CFR § 54.

Connect America Fund – the filings required in 47 CFR § 51.919(b).

47 CFR § 54.313(a)(5) – It will comply with applicable service quality standards as stated in Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities and consumer protection rules as defined in 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft.

47 CFR § 54.313(a)(6) – It is able to function in emergency situations as set forth in 47 CFR § 54.202(a)(2).

Certified by:

  
Signature

Alison Beck

Printed Name

Secretary

Title

**OREGON-IDAHO UTILITIES**  
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53.313(a) Outages, Unfulfilled Service Requests, and Complaints

**Oregon**

Oregon-Idaho Utilities files information on outages, unfulfilled service requests, and customer complaints annually with the Oregon Public Utilities Commission. The company had one reportable outage in Oregon during 2011. This outage also affected and was reported in Idaho. (see below for description). The company had no unfulfilled service requests in Oregon in 2011.

Customer complaints: For wireline telephone service, the company had 113 reports per 553 connections or 204.4 per 1000 connections. For DSL, the company had 13 reports per 235 DSL lines or 55.3 reports per 1000 connections.

**Idaho**

Oregon-Idaho Utilities files information on outages, unfulfilled service requests, and customer complaints annually with the Idaho Public Utilities Commission, on a July 1-June 30 calendar basis. This filing is made in September, thus the 2012 filing (containing data from July 1, 2011-June 30, 2012) has not yet been made. During the July 1, 2010-June 30, 2011 period, the company had zero outages and zero unfulfilled service requests. During the same period, the company had 5 recorded troubles on approximately 71 access lines in our South Mountain, Idaho exchange. The number of customer complaints from customers in OIU's South Mountain, Idaho exchange per 1,000 handset or working access lines during this period was 70.4. During the period of July 1, 2011-May 31, 2012, the company had one reportable outage in Idaho (which also affected Oregon, see below for description). There were no unfulfilled service requests during this period. For wireline telephone service, the company had 8 reports per 81 connections or 98.8 per 1000. For DSL, the company had 0 reports per 19 DSL lines or 0 reports per 1000 connections.

**Detailed report of outage affecting Oregon and Idaho (as reported to Oregon and Idaho state commissions)**

Ticket Number 2547

Date and Time of Outage: 08/08/2011 8:00 a.m. MT

Date and Time Restored: 08/08/2011 9:21 a.m. MT

Total Time out of Service: 1H 21M

Description of Outage and Resolution:

A commercial power outage occurred and the Jordan Valley Central Office Battery Bank was too weak to carry the office before the on-site generator was able to carry the load. The batteries at the site had been tested and passed all tests just 2 months prior to the outage. One cell in the string had shorted out and caused the string to fail. Temporary batteries were installed to carry the load.

Services Affected: Local service was lost at the JVCO serving area for approximately 15 minutes. Long Distance and Operator Services for the entire Jordan Valley, OR exchange were lost for about an hour and 21 minutes.

Steps taken to prevent similar outages: It is difficult to plan for and prevent occurrences like this.

Number of customers affected: 361 customers long distance, 166 customers local service

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Satisfaction of Emergency Functionality, Consumer Protection  
and Service Quality Standards

Ability to Remain Functional in Emergency Situations

The company has a reasonable amount of backup power to ensure functionality without an external power source and supplies redundancy in the operation of its transport network as is the standard for companies who do not have a fiber ring in the operating area. The company network is built out to handle traffic to one failure per thousand attempts (ten times the industry standard).

Consumer Protection

Oregon-Idaho Utilities complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and training is conducted on company policies for employees as required by their job functions.

Service Quality Standards

Oregon-Idaho Utilities complies with the service standards of the State of Oregon as promulgated in the Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities.

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Additional Voice Rate Data

Voice rate data as of Jan 1, 2012

Residential Local Service Rate - Oregon

Jordan Valley \$11.65

\$13.65

\$18.65

Adrian \$18.65

Ridgeview \$18.65

State Universal Service Fee 6.55%

Mandatory EAS Charges (Ridgeview) \$1.40

Residential Local Service Rate - Idaho

South Mountain \$15.77

State Universal Service Fee \$0.12/residential line, \$0.19/business line

Oregon-Idaho Utilities has no residential rates below the local urban rate floor of \$10.00 in 2012.